

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2000-0195-C - ORDER NO. 2000-605
JULY 26, 2000

IN RE: Application of USA Quick Phone, Inc. for a)	ORDER <i>WJ</i>
Certificate of Public Convenience and)	GRANTING
Necessity to Provide Local Exchange)	CERTIFICATE TO
Telecommunications Services within the State)	PROVIDE LOCAL
of South Carolina.)	SERVICES

This matter comes before the Public Service Commission of South Carolina (the "Commission") by way of the Application of USA Quick Phone, Inc. ("Quick Phone" or the "Company") requesting a Certificate of Public Convenience and Necessity authorizing it to provide local exchange telecommunications services throughout the State of South Carolina. The Company's Application was filed pursuant to S.C. Code Ann. §58-9-280 (Supp. 1999) and the Regulations of the Public Service Commission of South Carolina.

By letter, the Commission's Executive Director instructed Quick Phone to publish, one time, a prepared Notice of Filing in newspapers of general circulation in the areas affected by the Application. The proposed Notice of Filing was to inform interested parties of the manner and time in which to file the appropriate pleadings for participation in the proceedings. Quick Phone complied with this instruction and provided the Commission with proof of publication of the Notice of Filing. A Petition to Intervene was received from the South Carolina Telephone Coalition ("SCTC") on June 9, 2000.

On June 22, 2000, counsel for SCTC filed with the Commission a Stipulation in which Quick Phone stipulated that it would seek authority in non-rural local exchange ("LEC") service areas of South Carolina and that it would not provide any local service to any customer located in a rural incumbent's service area, unless and until Quick Phone provided written notice of its intent prior to the date of the intended service. Quick Phone also stipulated that it was not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas. Quick Phone agreed to abide by all State and Federal laws and to participate to the extent that it may be required to do so by the Commission in support of universally available telephone service at affordable rates. The SCTC withdrew its opposition to the granting of a statewide Certificate of Public Convenience and Necessity to Quick Phone to provide local services provided the conditions contained in the Stipulation are met. The Stipulation was entered into the evidence of the hearing, and the Staff requested that the Stipulation be approved by the Commission. The Stipulation is approved and attached as Order Exhibit 1.

A hearing was commenced on July 13, 2000, at 2:30 p.m., in the Commission's Hearing Room. The Honorable William Saunders, Chairman, presided. Quick Phone was not represented by counsel. Adelaide D. Kline, Staff Counsel, represented the Commission Staff.

Randell Brooks, President of Quick Phone, Inc. appeared and testified in support of the Application. Mr. Brooks stated he has been in the telecommunications industry for three years and has previous experience with a Texas-based competitive local exchange carrier (CLEC). His everyday duties at Quick Phone include responsibility for the overall management of the Company; he works closely with the regulatory and marketing areas of the Company. Quick

Phone is a Texas corporation which was granted a Certificate of Authorization to transact business in the State of South Carolina by the South Carolina Secretary of State on March 31, 2000.

Mr. Brooks testified that Quick Phone is currently offering prepaid local service to 3,500 customers in eight states and has applications pending in various stages of approval in eight to ten states. Quick Phone currently provides its services in Alabama, Florida, Tennessee, Kentucky, Indiana, Illinois, Arkansas and Texas. Mr. Brooks stated Quick Phone has been operational as USA Quick Phone, Inc. since October 1999, and the record reveals it was granted authority to do business as a foreign corporation in South Carolina on March 31, 2000.

Mr. Brooks stated that Quick Phone possesses the necessary financial qualifications to provide the services for which it seeks authority. Quick Phone provided its financial information with its application to demonstrate Quick Phone's financial resources. Mr. Brooks acknowledged that Quick Phone has sufficient capital necessary to fund its proposed operations in South Carolina. Financial statements filed with the Company's application and Mr. Brooks' testimony indicate Quick Phone has a three year business plan and was financially strong as of January 31, 2000. He testified the Company's balance sheet reveals \$204,970.44 cash on hand being held in reserve for future growth, earmarked for television advertising. He stated the Company's total assets are \$805,205.27 made up of value placed on the customer base and licensing; the company-owned computers and software are valued at \$200,000. The Company's total liabilities as of January 31, 2000, were \$416,999.58. Should the Company require a capital infusion, Mr. Brooks offered that it would be provided by USA Quick Phone's silent partner. The record reveals Sheila Cox is currently the Company's Certified Public Accountant. Brooks further

testified that Quick Phone operates as a prepaid residential home telephone service, and will target the residential and small business market in South Carolina. Mr. Brooks will be the Company's financial contact person.

Regarding the Company's technical ability and managerial abilities to offer services in South Carolina, Mr. Brooks offered that Quick Phone has sufficient technical and managerial resources and abilities to provide the services for which authority is sought. Mr. Brooks stated that Quick Phone's key management team is composed of eight individuals who have a substantial number of years of communications and business experience. Mr. Brooks explained that his background includes two years of experience with Max-Tel Communications, Inc., a Texas-based CLEC which is licensed and operating in eighteen states with a customer base of more than 20,000 access lines. He spent two years in utility construction and six years as a regional manager responsible for operations in sixteen states. Further, the record reveals Mr. Brooks has attended many specialized courses and programs of continuing education. Mr. Brooks testified that Lori Kelsey is Director of Operational Support Systems for Quick Phone. She was previously with Max-Tel in charge of troubleshooting problem accounts. She has several certifications that include Operation Support Systems (OSS) with SWB, GTE, BellSouth and Sprint. Mr. Brooks stated Mischea Read is Director of Business Development for Quick Phone. He said she is responsible for building new business and developing direct mail campaigns. She has experience in management with Max-Tel Communications and holds several certifications. Mr. Ball offered that Melissa Covert is Director of Regulatory Affairs, has worked in every facet of the telecommunications business and is Quick Phone's regulatory contact person. The record reveals and Mr. Brooks testified that Lydia Brock, Billing Manager,

handles all billing and accounts receivable for the Company. Kimberly Roberts, Barbara Ince and Donna Wade are also members of the key management team for Quick Phone. Mr. Brooks said all personnel in the technical area of Quick Phone have technical school training, as well as experience at various LECs, and are very familiar with the inner workings of the Company's various operational systems. Donna Wade currently leads the Customer Care team and is the Company's customer service contact person.

As further evidence of the company's abilities to provide the services for which authority is requested, Mr. Brooks offered that Quick Phone's customer care billing program was designed in-house. The Company's name and telephone number will appear on the bill. Customers who need to report a repair problem would use the same toll-free telephone number 1 (800) 585-4647. Mr. Brooks said the customer care toll-free telephone number will be available from 8:00 a.m. until 7:00 Eastern Standard time Monday through Friday and from 10:00 a.m. until 4:00 p.m. on Saturday. Customer service calls on Sunday will be directed to an automated answering machine with paging services available.

The Company plans to directly market its prepaid local services to customers who have no dial tone due to poor credit or past due balances. Prepaid services are services for which a company does not perform consumer credit checking or application screening and which are paid for prior to service being rendered. Prepaid services are structured to attract customers who do not currently have telephone service, including those customers who have been denied service by other providers. Mr. Brooks stated the Company plans to initially use television advertising statewide. Mr. Brooks is aware of the Commission's marketing guidelines and testified the Company does not intend to do any telemarketing in South Carolina.

Mr. Brooks testified that Quick Phone seeks authority to offer and provide resold local exchange telecommunications services on a prepaid basis. Mr. Brooks testified Quick Phone has entered into a resale/interconnection agreement with BellSouth which will be filed with the Commission for approval when Quick Phone receives its certificate. At this time, Quick Phone has no prepaid local service customers of its own in South Carolina, has never marketed its services in this State, and has never been denied certification. Mr. Brooks stated customers who wish to change service from another service provider to Quick Phone would sign a document authorizing the change. He testified the current rate for monthly prepaid service is \$44.99; caller ID is priced at \$10.00 per month and call waiting is \$4.99 per month. He stated his Company offers those same two services combined in a package for \$12.99 per month, and he further stated that Quick Phone will offer any services that the local LEC offers.

According to the application and testimony by Mr. Brooks, Quick Phone requests waivers of certain Commission regulations. First, Quick Phone requests a waiver of 26 S. C. Code Ann. Reg. 103-631 (Supp. 1999) so that it will not be required to publish its own local directory. Second, Quick Phone requested that it be exempt from 26 S. C. Code Ann. Regs. 103-610 that requires that its records be kept in South Carolina. Finally, Quick Phone requested a waiver from Reg. 612.2.3 which requires a map of the service area.

Mr. Brooks affirmed that Quick Phone will provide services that meet the service standards of the Commission, that Quick Phone will participate in the support of universally available telephone service at affordable rates as required by the Commission, and that the services provided by Quick Phone will neither adversely impact the availability of universally affordable local exchange service nor adversely impact the public interest. According to Mr.

Brooks, approval of the authority for Quick Phone will provide consumers in South Carolina with additional choices of local service, and will offer increased efficiency to the existing telecommunications network. Mr. Brooks also testified that Quick Phone will operate in compliance with the Commission's Rules and Regulations, orders and statutes.

Upon consideration of the application and the record from the hearing, the Commission makes the following findings of fact and conclusions of law:

FINDINGS OF FACT

1. Quick Phone is organized as a corporation under the laws of Texas. The Company received a certificate from the South Carolina Secretary of State March 31, 2000, to transact business in South Carolina.

2. Quick Phone wishes to provide local exchange services within the State of South Carolina.

3. The Commission finds that Quick Phone possesses the technical, financial, and managerial resources sufficient to provide the service requested. S.C. Code Ann. §58-9-280(B)(1) (Supp. 1999).

4. The Commission finds that Quick Phone's "provision of service will not adversely impact the availability of affordable local exchange service." S.C. Code Ann. §58-9-280(B)(3) (Supp. 1999).

5. The Commission finds that Quick Phone will support universally available telephone service at affordable rates. S.C. Code Ann. §58-9-280(B)(4) (Supp. 1999).

6. The Commission finds that Quick Phone will provide services which will meet the service standards of the Commission. S.C. Code Ann. §58-9-280(B)(2) (Supp. 1999).

7. The Commission finds that the provision of local exchange service by Quick Phone "does not otherwise adversely impact the public interest." S.C. Code Ann. §58-9-280(B)(5) (Supp. 1999).

CONCLUSIONS OF LAW

1. Based on the above findings of fact, the Commission determines that a Certificate of Public Convenience and Necessity should be granted to Quick Phone to provide competitive intrastate local exchange services within the State of South Carolina. The terms of the Stipulation between Quick Phone and the SCTC (attached hereto as Order Exhibit 1) are approved and adopted as a portion of this Order. Any proposal to provide local services to rural service areas is subject to the terms of the Stipulation. In accordance with the Stipulation, Quick Phone may not provide any local service to a customer located in a rural incumbent LEC's service area, unless or until Quick Phone provides such rural incumbent LEC and the Commission, written notice of its intent to do so at least thirty (30) days prior to the date of the intended service. During such notice period, the rural incumbent LEC will have the opportunity to petition the Commission to exercise all rights afforded it under Federal and State law. The Commission may suspend the intended date for service in rural LEC territory for ninety (90) days while it conducts any proceeding incident to the Petition or upon the Commission's own Motion, provided that the Commission can further suspend the implementation date upon a showing of good cause. It is specifically provided that all rights under Federal and State law are reserved to the rural incumbent LECs, and this Order in no way suspends or adversely affects such rights, including any exemptions, suspensions, or modifications as they may be entitled. If, after notice from Quick Phone that it intends to serve a customer located in a rural incumbent LEC's service area,

and the Commission receives a Petition from the rural incumbent LEC to exercise its rights under Federal or State law, or if the Commission institutes a proceeding of its own, no service may be provided by Quick Phone in a rural incumbent LEC's service area pursuant to this Order without prior and further Commission approval.

2. Quick Phone shall file, prior to offering local exchange services in South Carolina, its final tariff of its local service offerings conforming to all matters discussed with Staff and comporting with South Carolina law in all matters. Any proposed change in the rates reflected in the tariff for local services which would be applicable to the general body of the Company's subscribers shall constitute a general ratemaking proceeding and will be treated in accordance with the notice and hearing provisions of S.C. Code Ann. §58-9-540 (Supp. 1999).

3. Quick Phone shall resell or provide the services of only those companies authorized to provide telecommunications services in South Carolina by this Commission.

4. Quick Phone shall conduct its business in compliance with Commission decisions and Orders, both past and future, including but not limited to, any and all Commission decisions which may be rendered in Docket No. 96-018-C regarding local competition.

5. Quick Phone shall file annual financial information in the form of annual reports and gross receipt reports as required by the Commission. The Annual Report for Competitive Local Exchange Carriers consists of four pages and is enclosed as Attachment A. Therefore, Quick Phone shall keep such financial records as needed to comply with the annual report and gross receipt filings.

6. Title 23, Chapter 47, South Carolina Code of Laws Ann., governs the establishment and implementation of a "Public Safety Communications Center," which is more

commonly known as a "911 system" or "911 service." Services available through a 911 system include law enforcement, fire, and emergency medical services. In recognition of the necessity of quality 911 services being provided to the citizens of South Carolina, the Commission hereby instructs Quick Phone to contact the appropriate authorities regarding 911 service in the counties and cities where the Company will be operating. Contact with the appropriate 911 service authorities is to be made before beginning telephone service in South Carolina. Accompanying this Order is an information packet from the South Carolina Chapter of the National Emergency Number Association ("SC NENA") with contact information and sample forms. The Company may also obtain information by contacting the E911 Coordinator at the Office of Information Resources of the South Carolina Budget and Control Board. By this Order and prior to providing services within South Carolina, Quick Phone shall contact the 911 Coordinator in each county, as well as the 911 Coordinator in each city where the city has its own 911 system, and shall provide information regarding the Company's operations as required by the 911 system.

7. The Company shall, in compliance with Commission regulations, designate and maintain authorized utility representatives who are prepared to discuss, on a regulatory level, customer relations (complaint) matters, engineering operations, tests and repairs. In addition, the Company shall provide to the Commission in writing the names of the authorized representatives to be contacted in connection with general management duties as well as emergencies which occur during non-office hours.

Quick Phone shall file the names, addresses and telephone numbers of these representatives with the Commission within thirty (30) days of receipt of this Order.

(Attachment B shall be utilized for the provision of this information to the Commission.)

Further, the Company shall promptly notify the Commission in writing if the representatives are replaced.

8. Quick Phone requested waivers from certain Commission regulations and requirements. Specifically, Quick Phone requested waivers from (1) the requirement found in 26 S. C. Ann. Reg. 103-631 (1976) to publish and distribute local exchange directories, and (2) the requirement found in Regulation 103-610 that its records be kept in South Carolina; and (3) the requirement found in Regulation 103-612.2.3 that the Company file a map showing its service area. For good cause shown, the Commission finds and concludes that Quick Phone should be granted waivers, as requested, from (1) the requirement contained in Reg. 103-631 to publish and distribute local exchange directories, and (2) the requirement that it keep its records in this State, and (3) the requirement that it file a map of its service area with the Commission. Quick Phone has shown that it will arrange with the incumbent local exchange company to include the customers of Quick Phone in the directory listing of the ILEC directory. Further, the Company has shown that it wishes to keep its records at its headquarters in Bridgeport, Texas, and will make its records available for examination by the Commission or its authorized representative at all reasonable hours. The Company seeks statewide authority so no map of the Company's service area needs to be filed. Therefore, this Commission grants Quick Phone's request for waivers of those three particular regulations. Quick Phone is directed to comply with all Commission regulations, unless a regulation is specifically waived by the Commission.

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9. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:

Chairman

ATTEST:

Executive Director

(SEAL)

BEFORE
THE PUBLIC SERVICE COMMISSION
OF
SOUTH CAROLINA

Docket No. 2000-0195-C

filed 6/23/00
Accepted 6/23/00

Re: Application of USA Quick Phone, Inc. for a)
Certificate of Public Convenience and Necessity)
to Provide Prepaid Local Exchange Telecommu-)
nications Services to Businesses and Residences)
in the State of South Carolina)
_____)

STIPULATION

The South Carolina Telephone Coalition ("SCTC") (see attachment "A" for list of companies) and USA Quick Phone, Inc. ("USA Quick Phone") hereby enter into the following stipulations. As a consequence of these stipulations and conditions, SCTC does not oppose USA Quick Phone's Application. SCTC and USA Quick Phone stipulate and agree as follows:

1. SCTC does not oppose the granting of a statewide Certificate of Public Convenience and Necessity to USA Quick Phone, provided the South Carolina Public Service Commission ("Commission") makes the necessary findings to justify granting of such a certificate, and provided the conditions contained within this stipulation are met.

2. USA Quick Phone stipulates and agrees that any Certificate which may be granted will authorize USA Quick Phone to provide service only to customers located in non-rural local exchange company ("LEC") service areas of South Carolina, except as provided herein.

3. USA Quick Phone stipulates that it is not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas.

4. USA Quick Phone stipulates and agrees that it will not provide any local service, by its own facilities or otherwise, to any customer located in a rural incumbent LEC's service area, unless and until USA Quick Phone provides such rural incumbent LEC and the Commission with

written notice of its intent to do so at least thirty (30) days prior to the date of the intended service. During such notice period, the rural incumbent LEC will have the opportunity to petition the Commission to exercise all rights afforded it under Federal and State law. Also, USA Quick Phone acknowledges that the Commission may suspend the intended date for service in rural LEC territory for ninety (90) days while the Commission conducts any proceeding incident to the Petition or upon the Commission's own Motion, provided that the Commission can further suspend the implementation date upon showing of good cause.

5. USA Quick Phone stipulates and agrees that, if USA Quick Phone gives notice that it intends to serve a customer located in a rural incumbent LEC's service area, and either (a) the Commission receives a Petition from the rural incumbent LEC to exercise its rights under Federal or State law within such 30-day period, or (b) the Commission institutes a proceeding of its own, then USA Quick Phone will not provide service to any customer located within the service area in question without prior and further Commission approval.

6. USA Quick Phone acknowledges that any right which it may have or acquire to serve a rural telephone company service area in South Carolina is subject to the conditions contained herein, and to any future policies, procedures, and guidelines relevant to such proposed service which the Commission may implement, so long as such policies, procedures, and guidelines do not conflict with Federal or State law.

7. The parties stipulate and agree that all rights under Federal and State law are reserved to the rural incumbent LECs and USA Quick Phone, and this Stipulation in no way suspends or adversely affects such rights, including any exemptions, suspensions, or modifications to which they may be entitled.

8. USA Quick Phone agrees to abide by all State and Federal laws and to participate, to the extent it may be required to do so by the Commission, in the support of universally available telephone service at affordable rates.

9. USA Quick Phone hereby amends its application and its prefiled testimony in this docket to the extent necessary to conform with this Stipulation.

AGREED AND STIPULATED to this 20th day of June, 2000.

USA Quick Phone, Inc.:

Randell Brook

South Carolina Telephone Coalition:

Margaret M. Fox

M. John Bowen, Jr.

Margaret M. Fox

McNAIR LAW FIRM, P.A.

Post Office Box 11390

Columbia, South Carolina 29211

(803) 799-9800

Attorneys for the South Carolina Telephone
Coalition

ATTACHMENT A

South Carolina Telephone Coalition Member Companies for Purposes of Local Service Stipulation

ALLTEL South Carolina, Inc.
Chesnee Telephone Company
Chester Telephone Company
Farmers Telephone Cooperative, Inc.
Ft. Mill Telephone Company
Heath Springs Telephone Company Inc.
Home Telephone Company, Inc.
Lancaster Telephone Company
Lockhart Telephone Company
McClellanville Telephone Company
Norway Telephone Company
Palmetto Rural Telephone Cooperative, Inc.
Piedmont Rural Telephone Cooperative, Inc.
Pond Branch Telephone Company
Ridgeway Telephone Company
Rock Hill Telephone Company
Sandhill Telephone Cooperative, Inc.
St. Stephen Telephone Company
West Carolina Rural Telephone Cooperative, Inc.
Williston Telephone Company

BEFORE
THE PUBLIC SERVICE COMMISSION
OF
SOUTH CAROLINA

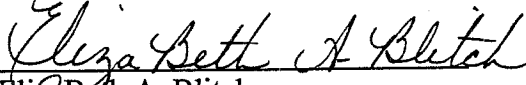
Docket No. 2000-0195-C

Re: Application of USA Quick Phone, Inc. for a)
Certificate of Public Convenience and Necessity)
to Provide Prepaid Local Exchange Telecommu-)
nications Services to Businesses and Residences)
in the State of South Carolina)

**CERTIFICATE OF
SERVICE**

I, ElizaBeth A. Blich, do hereby certify that I have this date served one (1) copy of the foregoing Stipulation upon the following party of record by causing said copy to be deposited with the United States Mail, first class postage prepaid to:

Ms. Melissa Covert
Director of Regulatory and
Interconnection Services
USA Quick Phone, Inc.
1703 16th Street
Bridgeport, Texas 76426.


ElizaBeth A. Blich
MCNAIR LAW FIRM, P.A.
Post Office Box 11390
Columbia, South Carolina 29211
(803) 799-9800

June 22, 2000

Columbia, South Carolina

ANNUAL REPORT FOR COMPETITIVE LOCAL EXCHANGE CARRIERS

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

PHONE NUMBER: _____ **FAX NUMBER:** _____

****If any of this information changes, the Commission is to be notified at once****

OFFICERS: PRESIDENT: _____

VICE PRESIDENT: _____

TREASURER: _____

CONTACT PERSON FOR FINANCIAL AND REGULATORY INFORMATION:

NAME: _____

(PLEASE PRINT OR TYPE)

CONTACT'S PHONE: _____

****If this person changes, you must notify the Commission immediately****

COMPETITIVE LOCAL EXCHANGE CARRIERS

Company Name: _____

**Income Statement
12/31/2000/or Fiscal Year**

Particulars	<u>Current Year-Total</u> <u>Company</u>	<u>Last Year-Total</u> <u>Company</u>	<u>SC Intrastate-Current</u> <u>Year</u>
Revenues			
Operating Revenues			
<u>Operating Expenses</u>			
Access and Billing Expenses and Expenses Related to Resale			
Other Local Interconnection Expenses			
Leases Facilities from Other Carriers			
Communications System Operations			
Sales and Marketing			
Administration and General			
Depreciation and Amortization			
Other			
Total Operating Expenses			
Net Operating Income			
<u>Other Income and Expenses</u>			
Nonoperating Income and Expenses (Net)			
Nonoperating Taxes			
Interest			
Extraordinary Items			
Total Other Income and Expenses (Net)			
Net Income			

Number of South Carolina Access Lines	
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JULY 26, 2000

ATTACHMENT A

COMPETITIVE LOCAL EXCHANGE CARRIERS

Company Name: _____

Balance Sheet-Total Company
December 31, 2000/or Fiscal Year Ending

Particulars	Balance at Beginning of Year	Balance at Ending of Year
<u>Current Assets</u>		
Cash and Cash Equivalents		
Accounts Receivable-Telecommunications		
Accounts Receivable-Other		
Notes Receivable		
Other Receivables		
Materials and Supplies		
Prepays		
Other Current Assets		
Total Current Assets		
<u>Noncurrent Assets</u>		
Investments		
Other Noncurrent		
Deferred Charges		
Total Noncurrent Assets		
<u>Plant Assets</u>		
Telecommunications Plant in Service		
Accumulated Depreciation		
Net Telecommunications Plant in Service		
Other Plant Assets (Net of Depreciation)		
Construction Work in Progress		
Total Plant		
Total Assets		

JULY 26, 2000

ATTACHMENT A

COMPETITIVE LOCAL EXCHANGE ANNUAL REPORT

Company Name: _____

Balance Sheet-Total Company
December 31, 2000/or Fiscal Year Ending

Particulars	Balance at Beginning of Year	Balance at Ending of Year
<u>Current Liabilities</u>		
Accounts Payable		
Advanced Billings and Payments		
Customer Deposits		
Long Term Debt-Current Maturities		
Accrued Liabilities		
Other Current Liabilities		
Total Current Liabilities		
<u>LongTerm Debt</u>		
Long Term Debt		
Obligations Under Capital Leases		
Advances From Affiliated Companies		
Other Long Term Debt		
Total Long Term Debt		
<u>Stockholders Equity</u>		
Capital Stock		
Additional Paid in Capital		
Retained Earnings		
Total Stockholders Equity		
Total Liabilities and Stockholders Equity		

AUTHORIZED UTILITY REPRESENTATIVE INFORMATION

PURSUANT TO SOUTH CAROLINA PUBLIC SERVICE COMMISSION REGULATION

103-612.2.4(b) - Each utility shall file and maintain with the Commission the name, title, address, and telephone number of the persons who should be contacted in connection with General Management Duties, Customer Relations (Complaints), Engineering Operations, Test and Repairs, and Emergencies during non-office hours.

Company Name (Including dba Name(s) or Acronyms used or to be used in South Carolina)

Business Address

City, State, Zip Code

A.

General Manager Representative (Please Print or Type)

Telephone Number / Facsimile Number / E-mail Address

B.

Customer Relations (Complaints) Representative (Please Print or Type)

Telephone Number / Facsimile Number / E-mail Address

C.

Engineering Operations Representative (Please Print or Type)

Telephone Number / Facsimile Number / E-mail Address

D.

Test and Repair Representative (Please Print or Type)

Telephone Number / Facsimile Number / E-mail Address

E.

Contact for Emergencies During Non-Office Hours (Please Print or Type)

Telephone Number / Facsimile Number / E-mail Address

F.

Financial Representative (Please Print or Type)

Telephone Number / Facsimile Number / E-mail Address

G.

Customer Contact Telephone Number for Company (Toll Free)

This form was completed by

Signature

**If you have any questions, contact the Consumer Services Department (803-896-5230)
or Utilities Department at (803-896-5105).**